

***Minutes:***  
***Consolidated Billing Subcommittee Meeting***

Thursday, March 8, 2000 – 9:00 a.m. to 4:00 p.m – 400 North Fifth Street, 2<sup>nd</sup> Floor  
Arizona Public Service Company - Phoenix, Arizona 85004

<b><i>Topic</i></b>	<b><i>Lead</i></b>	<b><i>Outcome</i></b>	<b><i>Att.</i></b>
1 Welcome, Intro, Sign-In	Stacy Aguayo	<ul style="list-style-type: none"><li>- Acting chairperson Stacy Aguayo, APS, addressed the group and delivered opening remarks. Subcommittee members in attendance introduced themselves. Attendance was taken (Attachment 1).</li><li>- Ms Aguayo and subcommittee members budgeted meeting time for each of the issues scheduled for discussion.</li></ul>	1
2 Review minutes from Consolidated Billing Subcommittee Meeting (February 24, 2000)	Stacy Aguayo	Subcommittee members reviewed their copies of the February 24, 2000 minutes that were distributed via e-mail. No changes were made.	
3 Updates from chair and policy meetings.	Stacy Aguayo	Ms. Aguayo & Rene Castillo updated subcommittee members on the most recent chair and policy meetings. Members were informed that Deb Scott, Director of the ACC Utilities Division, believed that a joint waiver process could be submitted on ACC electric deregulation rules when a consensus exists. Members were also notified that a white paper was being submitted by APS on MSP services and that action items had been assigned on CT/PT/VT issues.	

- Issue #10, How business, regulatory notices and advertising messages will be handled
- Issue #22, How credit and debit balances will be handled when a customer switches to DA

A pending resolution was established on Issue #23, deposits.

During the discussion, Ms. Aguayo asked that review of pending issues items be instituted as a standing agenda item for future meetings.

The following issues were moved to the next meeting scheduled for March 22, 2000:

- Issue #7, rebate, rebill (related Issues #62 and #72)
- Issue #18, ACC rules regarding information that ESP's and UDC's are obligated to show on a dual billing
- Issue #19, transmission of reasons for estimated readings
- Issue #24, troubleshooting time frame on UDC estimated bills was moved to the policy subcommittee (Attachment s 3 & 4). Subcommittee members will continue to identify exceptions

Members were asked to review the pending resolutions and the matrix developed earlier (Attachment 4A).

During the discussion on Issue #7 concerns were raised about standardized processes being identified as not being directly subject to the ACC rules or that a process would require an ACC rule change. A decision was made that all future working documents would be identified as a standard business process between provider and utility, or a process that impacts the ACC rules.

The coop perspective on this matter, as expressed by Paul O'dair, Navopache, Dan Laos, AEPCO, and David Rumolo, GCSECA, is that the objective of the workgroup is to establish guidelines for implementing best business practices. In their view, the best practices are not intended to be ACC rules. The best practice implementation schedules need to be flexible to recognize the availabilities of individual cooperatives.

Merilyn Ferrara, APS Energy Services, presented the MADEN process on behalf of Janie Mollon, New West Energy, who was unable to attend the meeting. Ms. Ferrara also informed members that SCE's "rebate tutorial" is available on the following website:

<http://www.sce-esp.com/pdf/810edi.pdf>

Various utility websites can also be reached through links at:

<http://www.electricrates.com>

Action Items (Attachment 5) were assigned on Issue's #7 (Attachment 6), 18, and 24.

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|---|---------------------------------------|-------------------------------|--|
| 5 | Items for Next Meeting (Agenda)       | Stacy Aguayo                  | Ms. Aguayo and Ms. Sorensen (group facilitator) coordinated the development of the agenda for the next meeting which will be held on Wednesday, March 22, 2000 from 9:00 a.m. to 4:00 p.m., at the following location: |
|   |                                       | Trisha Sorensen (Facilitator) | Arizona Public Service Company<br>400 N. Fifth Street<br>Phoenix, AZ 85004   |
|   |                                       |                               | Please note: Visitors are asked to limit their movements in the APS building to the meeting area and 2 <sup>nd</sup> floor (unrestricted floor).   |
| 6 | Feedback of meeting from Subcommittee | Trisha Sorensen (Facilitator) | The overall consensus was that the meeting had been productive.  |
| 7 | Adjourn                               | Stacy Aguayo                  | Ms. Aguayo adjourned the meeting.  |

# ***Agenda: Consolidated Billing Subcommittee Meeting***

**Wednesday, March 22, 2000 – 9:00 a.m. to 4:00 p.m. – 400 North Fifth Street  
Arizona Public Service Company - Phoenix, Arizona 85004**

<b><i>Topic</i></b>	<b><i>Lead</i></b>	<b><i>Anticipated Outcome</i></b>	<b><i>Att.</i></b>
1 Welcome, Introductions, Sign-In	Shirley Renfroe	Ms. Renfroe will deliver opening remarks. Committee members will sign the attendance sheet and introduce themselves .	
2 Review minutes from the Consolidated Billing Subcommittee's prior meeting (March 8, 2000)	Shirley Renfroe	Subcommittee members will review the minutes from the previous meeting and make suggestions on any revisions that need to be made.	
3 Update from Chair meeting	Shirley Renfroe	Ms. Renfroe will update Subcommittee members on what took place at the most recent meeting of subcommittee chairpersons.	
4 Update from Policy Committee Meeting	Shirley Renfroe/ Evelyn Dryer	Ms. Renfroe and Ms. Dryer will update Subcommittee members on the most recent meeting of the Policy Committee.	
5 Review of pending resolutions and pending issue items.	Shirley Renfroe	Members will review pending resolutions and assign priority numbers to pending issue items.	
6 Resolution of issues associated With the common elements of ESP Consolidated "as is" Methods.	Committee Members	<p>Subcommittee members will discuss the following issues (Master Issues List):</p> <ul style="list-style-type: none"> <li>- Issue #7, rebate, rebill</li> <li>- Issue 18, ACC rules</li> <li>- Issue #19, transmission of estimation reasons</li> <li>- Issue #24, troubleshooting timeframe on UDC estimated bills (moved to policy group, continue to identify exceptions - Attachment 4 in March 8 minutes)</li> </ul> <p>Work on Matrix – Gene Slechta, SRP, will review CUBR, UBP, and other business models (attachment 4A in March 8, minutes).</p>	
7 Items for Next Meeting (Agenda)	Trisha Sorensen (Facilitator)	Ms. Sorensen (group facilitator) will coordinate the development of the agenda for the next meeting.	
8 Feedback of meeting from Subcommittee members	Trisha Sorensen (Facilitator)	Subcommittee members will give their opinions on the meeting.	
9 Adjourn	Shirley Renfroe	Ms. Renfroe will adjourn the meeting.	